GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4243
ANSWERED ON:21.08.2000
POOR QUALITY OF POST TELEGRAPH AND TELECOMMUNICATION
HARIBHAI PARTHIBHAI CHAUDHARY

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of the poor quality of essential services available in the post, telegraph and telecommunication sector in Gujarat;

(b) whether the quality of these services is required to be improved there; and

(c) if so, the steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) POSTAL SERVICES

The quality of essential services in Gujarat Postal Circle is generally Satisfactory.However, occasional complaints received against specific postal service are immediately enquired into and prompt redressal is ensured.

TELEGRAPH SERVICES

No, Sir. The quality of Telegraph services measured in terms of percentage of telegrams delivered within 12 day light hours in Gujarat is quite satisfactory. The targets and achievements made during the last five years are as below:

Year	Target	Achievement
95-96	93%	96.3%
96-97	95%	97.2%
97-98	98%	97.7%
98-99	98%	97.5%
99-00	98%	97.6%

TELECOMMUNICATION SERVCIES

Sir, the performance of Telecom Services in Gujarat is quite satisfactory.

(b)&(c): POSTAL SERVICES :

Improvement in the quality of Postal services is a continuing exercise and steps taken, in this regard, in Gujarat Circle, include the following:

(i) The delivery of mails is closely monitored both at the field and headquarters level and necessary corrective steps taken wherever deficiencies are noticed.

(ii) Mail handling is being modernised and computerised in the mail offices. So far 10 Mail Offices and registration work in two offices in Gujarat have been computerised.

(iii) 15 Mopeds have been supplied for more efficient delivery of mails in Ahmedabad City from 01.06.99.

(iv) Expansion of the postal network and improved services ensured during the year 1999-2000 through two new departmental Sub-Post offices, 28 new Extra Departmental Branch Post Offices, 75 new Panchayat Sanchar Sewa Kendras and One additional transit section. 104 multi-purpose counter machines have been provided to modernise counter services. Three new customer care centres and 4 High Speed VSATS with 49 Extended Satellite Money Order Counters have been set up for improved services.

(v) For prompt settlement of public grievances, effective drives were launched.

TELEGRAPH SERVICES

Telegraph services in Gujarat have been modernised by inducting microprocesser based electronic message switches like Store and Forward Message Switching Systems (SFMSS) and Electronic Key Board Concentrators (EKBCs), 2 SFMSS, 4 sixteen li concentrators and 18 Electronic Key Board Concentrators have been provided to link and network telegraph offices for quick transmission of telegrams. Also the rates of promotional incentive money to telegraph messengers have been enhanced for expeditious delivery of telegrams. Besides, the improvement in the quality of service is an ongoing process and efforts are made continuously to improve the quality of services.

TELECOMMUNICATION SERVICES

Improvement in telecom services is an ongoing process. Following steps have been taken in this regard.

(i) Provision of reliable transmission media to most of the exchanges in current financial year.

(ii) Wireless in Local Loop is introduced in major cities.

(iii) Pager have been provided to linemen for prompt attention to complaints.

(iv) Behavioural training is provided to the line staff.